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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/813,209	03/20/2001	Mineo Nozaki	01161/LH	1967
1933	7590	12/17/2004	EXAMINER	
FRISHAUF, HOLTZ, GOODMAN & CHICK, PC 767 THIRD AVENUE 25TH FLOOR NEW YORK, NY 10017-2023			COLON, CATHERINE M	
			ART UNIT	PAPER NUMBER
			3623	

DATE MAILED: 12/17/2004

Please find below and/or attached an Office communication concerning this application or proceeding.

Office Action Summary

Application No.

09/813,209

Applicant(s)

NOZAKI ET AL.

Examiner

C. Michelle Colon

Art Unit

3623

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --
Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 20 March 2001.
- 2a) ☐ This action is **FINAL**. 2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1-38 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 1-38 is/are rejected.
- 7) ☐ Claim(s) _____ is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on _____ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some * c) ☐ None of:
- ☐ Certified copies of the priority documents have been received.
 - ☐ Certified copies of the priority documents have been received in Application No. _____.
 - ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- | | |
|--|---|
| 1) <input checked="" type="checkbox"/> Notice of References Cited (PTO-892) | 4) <input type="checkbox"/> Interview Summary (PTO-413)
Paper No(s)/Mail Date. _____ |
| 2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948) | 5) <input type="checkbox"/> Notice of Informal Patent Application (PTO-152) |
| 3) <input checked="" type="checkbox"/> Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08)
Paper No(s)/Mail Date <u>6/8, 2/12, 3/20, 2/19, 9/23</u> | 6) <input type="checkbox"/> Other: _____ |

DETAILED ACTION

1. The following is a Non-Final Office Action in response to the communication received on March 20, 2001. Claims 1-38 are now pending in this application.

Information Disclosure Statement

2. The examiner has reviewed the patents and publications supplied in the Information Disclosure Statements (IDS) received on June 8, 2001, February 12, 2002, March 20, 2002, February 19, 2004 and September 23, 2004.

Claim Rejections - 35 USC § 102

3. The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless –

(e) the invention was described in (1) an application for patent, published under section 122(b), by another filed in the United States before the invention by the applicant for patent or (2) a patent granted on an application for patent by another filed in the United States before the invention by the applicant for patent, except that an international application filed under the treaty defined in section 351(a) shall have the effects for purposes of this subsection of an application filed in the United States only if the international application designated the United States and was published under Article 21(2) of such treaty in the English language.

4. Claims 1-8, 11-30 and 33-38 are rejected under 35 U.S.C. 102(e) as being anticipated by Mongilio (U.S. 6,463,437).

As per claim 1, Mongilio discloses a technical support server comprising:

a service information portal section for providing web pages as an information input and output interface (col. 3, lines 12-21 and 51-65; Figures 2 and 3; The system allows users to enter claims via a website interface.);

a knowledge base section for storing various claim reports and solutions answered by an engineer with respect to the claim reports (col. 3, lines 20-34; Figure 3; The system provides a self-help section for users to access a knowledge base of answers to various claims.); and

claim handling section for registering in the knowledge base section a new claim report in which at least a claim title is structured as a combination of predetermined items of definition information on the basis of a claim content input to a client web page, and managing the registered new claim report as an unsolved claim requiring an answer from the engineer (col. 3, lines 43-65; col. 4, lines 18-26; If the self-help section doesn't resolve the user's claim, then the user fills out a form via a web page and a new claim report is generated.).

As per claim 2, Mongilio discloses a technical support server according to claim 1, wherein the claim handling section is constructed to search the knowledge base section for similar claims specified by information available from the claim content input to the client web page in a format close to a natural language (col. 3, lines 20-34; Figure 3; The system provides a self-help section for users to access a knowledge base of answers to various claims.).

As per claim 3, Mongilio discloses a technical support server according to claim 2, wherein the claim handling section has a synonym table for converting information of different languages available from the claim content input to the client web page to common codes (col. 3, lines 51-65; Users can enter claim information using drop-down

menus, which ensures that the claim data is preformatted so that the system easily and accurately recognizes the claim data submitted by users.).

As per claim 4, Mongilio discloses a technical support server according to claim 2, wherein the claim handling section has a answer assisting module for producing, where a solution has been obtained as a search result of the knowledge base section, an answer based on the solution so as to meet a technical support policy varying from market region to market region (col. 3, lines 20-34; Figure 3; The system provides a self-help section for users to access a knowledge base of answers to various claims.).

As per claim 5, Mongilio discloses a technical support server according to claim 2, wherein the claim handling section has a report assisting module for automatically incorporating, where a solution has not been obtained as a search result of the knowledge base section, information available from the claim content input to the client web page into the claim report, and requesting additional input of information which is necessary for a study of a solution by the engineer but is lacking (col. 3, lines 43-65; col. 4, lines 18-26; If the self-help section doesn't resolve the user's claim, then the user fills out a form via a web page and a new claim report is generated.).

As per claim 6, Mongilio discloses a technical support server according to claim 1, wherein the claim handling section is constructed to assign a supporting task for acquiring a solution to a claim of the claim report to a technical division responsible for the claim, and to request the solution from the technical division (col. 5, lines 16-21 and 53-67; A report of the claim is generated and forwarded to the vendor responsible for resolving the claim.).

As per claim 7, Mongilio discloses a technical support server according to claim 6, wherein the claim handling section is constructed to attach to the claim report a backup document for backing up the supporting task (col. 5, lines 42-67).

As per claim 8, Mongilio discloses a technical support server according to claim 6, wherein the claim handling section is constructed to set a schedule of the supporting task, and to send a reminder when a scheduled date of supporting task completion is drawing near (col. 5, lines 16-21 and 53-67; Then the system determines a schedule or flow of supporting tasks that needs to occur in order for the vendor to resolve the claim (i.e., having customer return product samples to the vendor, once sample is received, matching the sample to the customer claim in the database, etc.). Customers are sent instructions reminding them of the action they need to take (i.e., return product samples to vendor) in order for the vendor to resolve their claim.).

As per claim 11, Mongilio discloses a technical support server according to claim 1, wherein the claim handling section has a table for converting the claim content to a specific language (col. 3, lines 43-67; Figure 1; Claim data is stored in a database.).

As per claim 12, Mongilio discloses a technical support server according to claim 1, wherein the claim handling section has a table applicable to a case where different model numbers are assigned to a model of the claim content in accordance with different market regions (col. 5, lines 15-21 and 53-65; The system forwards the claim to the appropriate vendor whose responsibility it is to resolve the claim.).

As per claim 13, Mongilio discloses a technical support server according to claim 6, wherein the claim handling section is constructed to decide on an engineer in charge

on the basis of at least one of a schedule, a field in charge, experience, and a technical level of each engineer in a technical division to which the supporting task has been assigned (col. 5, lines 53-59; The system forwards the claim to the vendor in charge of resolving the issue.).

As per claim 14, Mongilio discloses a technical support server according to claim 6, wherein the claim handling section is constructed to issue, where a solution has not been obtained as a search result of the knowledge base section, a notice to the effect that the solution is now being studied (col. 3, lines 35-50; The system prompts the user for more information relating to the claim if it is determined that a solution has not been obtained as a search result of the knowledge base.).

As per claim 15, Mongilio discloses a technical support server according to claim 6, wherein the claim handling section is constructed to issue, where a solution has not been obtained as a search result of the knowledge base section, a notice of a schedule of the supporting task (col. 5, lines 16-21 and 53-67; A report of the claim is generated and forwarded to the vendor responsible for resolving the claim. Then the system determines a schedule or flow of tasks that needs to occur in order for the vendor to resolve the claim (i.e., having customer return product samples to the vendor, once sample is received, matching the sample to the customer claim in the database, etc.)).

As per claim 16, Mongilio discloses a technical support server according to claim 6, wherein the claim handling section is constructed to produce an answer document in which a solution answered on an engineer web page is modified so as to meet a technical support policy which varies from market region to market region (col. 3, lines

20-34; Figure 3; The system provides a self-help section for users to access a knowledge base of answers to various claims, where the answer has been provided by the vendor of the product at issue.).

Claims 17-30 and 33-38 recite substantially similar limitations to claims 1-8 and 11-16 above. Therefore, claims 17-30 and 33-38 are rejected on the same basis as claims 1-8 and 11-16 above.

Claim Rejections - 35 USC § 103

5. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

6. Claims 9 and 31 are rejected under 35 U.S.C. 103(a) as being unpatentable over Mongilio (U.S. 6,463,437).

As per claim 9, Mongilio does not expressly disclose a technical support server according to claim 8, wherein the claim handling section is constructed to attach to the reminder, where there is a new claim report similar to the claim of the supporting task, the new claim report as a backup document. However, at the time of the invention it would have been obvious to a person of ordinary skill in the art for the claims processing system of Mongilio to group related or similar claims so that the claims can

be processed more efficiently and accurately since they would be processed at the same time.

Claim 31 has substantially similar limitations to claim 9 above. Therefore, claim 31 is rejected on the same basis as claim 9 above.

7. Claims 10 and 32 are rejected under 35 U.S.C. 103(a) as being unpatentable over Mongilio (U.S. 6,463,437) and Turnbull et al. (U.S. 6,389,426).

As per claim 10, Mongilio does not expressly disclose a technical support server according to claim 6, wherein the claim handling section is constructed to visualize the state of progress of the supporting task. Turnbull et al. discloses providing a state of the progress of claims (col. 5, lines 11 and 41; col. 6, lines 55-67; Figures 4 and 6; The system provides indications of the status of a claim and also generates reports on claim trends.). At the time of the invention it would have been obvious to a person of ordinary skill in the art for the claims processing system of Mongilio to incorporate the visual representations of the claims processing system of Turnbull et al. because providing users with visual representations of data allows them to easily comprehend the information, therefore enabling them to work with the data more efficiently.

Claim 32 has substantially similar limitations to claim 10 above. Therefore, claim 32 is rejected on the same basis as claim 10 above.

Conclusion

8. The prior art made of record and not relied upon is considered pertinent to applicant's disclosure.

- Cogger et al. (U.S. 6,032,184) discusses a system for customer care and trouble management;
- Calvert et al. (U.S. 5,287,505) discusses an online system for problem management; and
- Jones et al. (U.S. 6,219,648) discusses a method for monitoring progress of customer generated trouble tickets.

Any inquiry concerning this communication or earlier communications from the examiner should be directed to C. Michelle Colon whose telephone number is 703-605-4251. The examiner can normally be reached Monday – Friday from 8:30am to 5:30pm.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Tariq Hafiz, can be reached at 703-305-9643.

Any inquiry of a general nature or relating to the status of this application or proceeding should be directed to the receptionist whose telephone number is 703-308-1113.

Any response to this action should be mailed to:

Commissioner of Patents and Trademarks

Washington D.C. 20231

or faxed to:

703-872-9306 [Official Communications; including After Final
communications labeled "Box AF"]

703-746-7202 [For status inquiries, draft communication, labeled
"Proposed" or "Draft"]

Hand delivered responses should be brought to Crystal Park 5, 2451 Crystal
Drive, Arlington, VA 7th floor receptionist.


cmc

December 10, 2004


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